

## **Medicaid: Quality Assurance**

According to the DHS/DCFS Contract, Part II. D. 5. j.,

### *Quality Assurance*

*The Contractor shall maintain a working internal quality assurance process for their program that includes, at a minimum, the following elements:*

- (1) An interdisciplinary committee that evaluates all aspects of the Contractor's organization as well as the quality of services delivered to ensure continuous quality improvement.*
- (2) An interdisciplinary committee that meets at least quarterly and has the authority to make needed changes or to report its recommendations directly to the Contractor's executive director.*
- (3) A systematic data collection of service performance and Client results and a systematic process to evaluate the data and results. This may include Client satisfaction surveys.*
- (4) A process to implement changes as a result of the quality assurance data analysis, recommendations of the quality assurance committee, or recommendations of the Division based on program or contract audits or reviews.*